DETAILED ACTION

This action is responsive to communications filed on 02/24/2004.

Claims 1-24 are pending.

Claims 1-24 are rejected.

Claim Rejections - 35 USC § 102

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

1.   Claims 1-3, 7-14, 16-22, and 24 are rejected under 35 U.S.C. 102(b) as being anticipated by U.S. 6,519,628 to Locascio.

Regarding claim 1, Locascio teaches a method for communicating between a client and a backend server, comprising: requesting a web page (Col. 3, line 25-46, The user enters a URL to access a web page on a server.) including at least one nondisplay space object (Fig. 6, text, buttons) and a display space object (Fig. 6, Chat window is an interactive display space) configured to establish and maintain a persistent communication channel with the backend server (Col. 3, line 45-52, The server functions as a chat server where a talk session (i.e. persistent communication channel) is established.); the display space object connecting with the backend server to form the persistent communication channel (Fig. 6, The talk session is established between an operator and a client through a web page chat system.); rendering the web page including a display space and at least one nondisplay space according to the display space object and the at least one nondisplay space object (Fig. 6, Webpage with

objects and chat window); and interacting via the persistent communication channel between the display space object and the backend server when initiated by the display space object (Col. 3, line 45-67, Clients interact with operators on a web page chat through the chat server.)

Regarding claim 2, Locascio teaches the method of claim 1, wherein interacting via the persistent communication channel is according to one of HTTP and HTTPS requests between the display space object and the backend server (Col. 3, line 35-40, The client transmits messages to the server using HTTP.).

Regarding claim 3, Locascio teaches the method of claim 1, wherein interacting via the persistent communication channel further comprises interacting between the display space object and socket server software on the backend server (Col. 4, line 14-20, Parties communicate using a socket.).

Regarding claim 7, Locascio teaches the method of claim 1, wherein the connecting with the backend server comprises connecting with the backend server to form the persistent communication channel when initiated by the display space object in response to interaction within the display space (Col 6, line 57-64, The user clicks on the appropriate web page area that opens a channel (i.e. persistent communication channel.).

Regarding claim 8, Locascio teaches the method of claim 1, wherein interacting further comprises transmitting data collected from the display space object to the backend server via one of the persistent communication channel and one of HTTP and HTTPS requests (Col. 3, line 35-40, The client transmits messages to the server using HTTP.).

Regarding claim 9, Locascio teaches the method of claim 1, wherein interacting further comprises one of periodically transmitting data to and from the display space object to the backend server and the display space object and potentially initiating a connection between the display space object and the backend server (Fig. 6, Chat messages are sent and received (i.e. periodically transmitted) through the web page connected to the chat server.).

Regarding claim 10, Locascio teaches the method of claim 1, further including configuring the persistent communication channel as a secure channel (Col. 6, line 10-20, The operator enters a secure password and verified log-on name in order to connect to the server and interact with customers.).

Regarding claim 11, Locascio teaches the method of claim 1, further comprising controlling the display space by a backend representative via the persistent communication channel (Col. 8, line 44-48, The operator types messages to the

selected customer. Col. 9, line 3-12, The operator can hang up, place the client on hold, take the client off hold, and issue a discount.).

Regarding claim 12, Locascio teaches the method of claim 1, further comprising accumulating a log of activity between the display space object and the backend server (Col. 8, line 56-64, Any communication by the client is displayed in the scroll area frame. Col 9, line 1-3, Client communications are stored in a database.).

Regarding claim 13, Locascio teaches the method of claim 1, wherein when the interaction is initiated by the display space object in response to the backend server, enabling initiation of communication from the backend server via the persistent communication channel (Col. 9, line 5-15, The client is taken off hold by the operator allowing the operator and the client to interact through the web page chat.).

Regarding claim 14, Locascio teaches a system for communicating, comprising: a client configured to request a web page (Col. 3, line 25-46, The user enters a URL to access a web page on a server.) including at least one nondisplay space object (Fig. 6, text, buttons) and a display space object, the display space object (Fig. 6, Chat window) configured to establish and maintain a persistent communication channel during a session (Col. 3, line 45-52, The server functions as a chat server where a talk session (i.e. persistent communication channel) is established.), the client further configured to render the web page including a display space and at least one nondisplay space

according to the display space object and the at least one nondisplay space object (Fig. 6, Web page with chat window, buttons and text.), respectively; a backend server coupled to the display space object via the persistent communication channel and configured to notify a backend representative when the persistent communication channel is established with the display space object (Col. 3, line 45-67, Clients interact with operators on a web page chat through the chat server.); and representative software interactively coupled with the backend server (Col. 7, line 35-40, The operator logs onto an operator web page.) and responsive to notification when the persistent communication channel is established, the representative software further configured to send data to the client via the persistent communication channel for rendering on the display space (Col. 8, line 40-50, The operator and client interact through chat on the web page. Col. 8, line 30-40, The operator page shows a queue (i.e. notification when the persistent communication channel is established) of customers who are waiting to talk to the operator.)

Regarding claim 16, Locascio teaches the system of claim 14, wherein the backend server further comprises business logic configured to notify the representative software of establishment of the communication channel (Col. 8, line 30-40, The operator page shows a queue (i.e.. notification when the persistent communication channel is established) of customers who are waiting to talk to the operator.).

Regarding claim 17, Locascio teaches the system of claim 16, wherein the business logic further includes logic to determine if the backend representative is available for sending the data to the display space Col. 8, line 40-50, The operator and client interact through chat on the web page.

Regarding claim 18, Locascio teaches the system of claim 14, wherein the backend server further comprises a log comprising a history of interaction between the client and the representative software (Col. 8, line 56-64, Any communication by the client is displayed in the scroll area frame. Col 9, line 1-3, Client communications are stored in a database.).

Regarding claim 19, Locascio teaches a method for a representative to approach a user over a network, comprising: a client requesting a web page (Col. 3, line 25-46, The user enters a URL to access a web page on a server.) including at least one nondisplay space object (Fig. 6, text, buttons) and a display space object (Fig. 6, Chat window) configured to initiate and maintain a communication channel with the backend server (Col. 3, line 45-52, The server functions as a chat server where a talk session (i.e. persistent communication channel) is established.); the display space object establishing and maintaining a communication channel between the client and a backend server accessible to the representative through representative software (Col. 7, line 35-40, The operator logs onto an operator web page. Col. 8, line 40-50, The operator and client interact through chat on the web page.); rendering the web page

including a display space and at least one nondisplay space according to the display

space object and the at least one nondisplay space object (Fig. 6, Web page with

buttons, text, and chat window.); and interacting via the communication channel

between the display space object and the backend server when initiated by one of the

display space object responsive to the user and the backend server responsive to the

representative (Fig. 6, The user chats with the operator through the web page chat.).

Regarding claim 20, Locascio teaches the method of claim 19, wherein the

interacting comprises sending data initiated by the backend server in response to the

representative to the display space object via the communication channel for rendering

by the client in the display space (Fig. 6, The operator sends text to the user. Col. 7, line

35-40, The operator logs onto an operator web page. Col. 8, line 40-50, The operator

and client interact through chat on the web page.).

Regarding claim 21, Locascio teaches the method of claim 19, wherein the

interacting further includes selecting interaction between one of a plurality of

representatives (Col. 8, line 40-50, The operator and client interact through chat on the

web page.).

Regarding claim 22, Locascio teaches the method of claim 19, wherein

interacting comprises the backend server notifying the representative of establishment

of the communication channel and the backend server facilitating data transmission

from the representative to the display space at the client (Col. 8, line 30-40, The

operator page shows a queue (i.e.. notification when the persistent communication

channel is established) of customers who are waiting to talk to the operator. The

operator then chats with customers from the queue.).

Regarding claim 24, Locascio teaches the method of claim 19, further including

configuring the display space as an advertisement on the web page (Fig. 3, Tech

support icon.).

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set
> forth in section 102 of this title, if the differences between the subject matter sought to be patented and
> the prior art are such that the subject matter as a whole would have been obvious at the time the
> invention was made to a person having ordinary skill in the art to which said subject matter pertains.
> Patentability shall not be negatived by the manner in which the invention was made.

2.   Claims 4-6, 15, and 23 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Locascio in view of US 2006/0047847 to Saccocio.

Regarding claim 4, Locascio teaches the method of claim 1, Locascio does not

teach but Saccocio teaches further comprising retrieving at least one cookie of interest

from the client and transmitting at least a portion of data in the at least one cookie of

interest to the backend server via the communication channel (Paragraph [0062], A session identifier is sent to the server from the user's browser in the form of a cookie.).

Therefore it would have been obvious to one of ordinary skill in the art at the time of invention to combine further comprising retrieving at least one cookie of interest from the client and transmitting at least a portion of data in the at least one cookie of interest to the backend server via the communication channel as taught by Saccocio with the method of Locascio in order to authenticate a user throughout on online session (Saccocio, paragraph [0062]).

Regarding claim 5, Locascio teaches the method of claim 4, Locascio does not teach but Saccocio teaches further comprising producing a unique identifier of the display space object for storage in the at least one cookie of interest (Paragraph [0062], A session identifier is sent from the user's browser to the server in the form of a cookie.).

Therefore it would have been obvious to one of ordinary skill in the art at the time of invention to combine further comprising producing a unique identifier of the display space object for storage in the at least one cookie of interest as taught by Saccocio with the method of Locascio in order to authenticate a user throughout on online session (Saccocio, paragraph [0062]).

Regarding claim 6, Locascio teaches the method of claim 4, Locascio does not expressly disclose, but Saccocio teaches further comprising the display space object

dynamically altering data within the display space in response to at least one of the at

least one cookie of interest and the backend server (Locascio, Col. 9, line 20-24, The

operator can terminate the conversation by pressing the hang-up button.) (Saccocio,

Paragraph [0062], A session identifier is sent from the user's browser to the server in

the form of a cookie.).

Therefore it would have been obvious to one of ordinary skill in the art at the time

of invention to combine further comprising the display space object dynamically altering

data within the display space in response to at least one of the at least one cookie of

interest and the backend server as taught by Saccocio with the method of Locascio in

order to authenticate a user throughout on online session (Saccocio, paragraph [0062]).

Regarding claim 15, Locascio teaches the system of claim 14, Locascio does not

teach but Saccocio teaches wherein the client further comprises at least one cookie of

interest, and the display space object configured to transmit data from the at least one

cookie of interest to the backend server via one of the communication channel and

HTTP and HTTPS requests between the display space object and the backend server

(Paragraph [0062], A session identifier is sent from the user's browser to the server in

the form of a cookie.).

Therefore it would have been obvious to one of ordinary skill in the art at the time

of invention to combine wherein the client further comprises at least one cookie of

interest, and the display space object configured to transmit data from the at least one

cookie of interest to the backend server via one of the communication channel and

HTTP and HTTPS requests between the display space object and the backend server as taught by Saccocio with the method of Locascio in order to authenticate a user throughout on online session (Saccocio, paragraph [0062]).

Regarding claim 23, Locascio teaches the method of claim 19, Locascio does not teach but Saccocio teaches further comprising retrieving at least one cookie of interest from the client and transmitting at least a portion of the data in the at least one cookie of interest to the backend server via one of the communication channel and the backend server and forwarding the at least one cookie of interest to the backend server via the communication channel (Paragraph [0062], A session identifier is sent from the user's browser to the server in the form of a cookie.).

Therefore it would have been obvious to one of ordinary skill in the art at the time of invention to combine further comprising retrieving at least one cookie of interest from the client and transmitting at least a portion of the data in the at least one cookie of interest to the backend server via one of the communication channel and the backend server and forwarding the at least one cookie of interest to the backend server via the communication channel as taught by Saccocio with the method of Locascio in order to authenticate a user throughout on online session (Saccocio, paragraph [0062]).

Conclusion

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Ryan J. Jakovac whose telephone number is (571) 270-

5003. The examiner can normally be reached on Monday through Friday, 7:30 am to 5:00 pm EST.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Taghi T. Arani can be reached on (571) 272-3787. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

RJ

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